AQD Electronic Servicing Environment (ESE)
Set-Up Guide for Customers

https://ese.nbc.gov/aqd

Self-Registering for AQD-ESE - Overview

You can self-register for access into AQD-ESE. There are 3 main steps involved:

1 Complete an online form to **register for an ESE account**. This account allows you to enroll in all services available through ESE including the Cloud Storefront.

2 Log in and update your account by changing your temporary password and selecting three security questions.

3 **Enroll for AQD-ESE specifically** by logging back in using your new password, and selecting "Enroll for AQD-ESE."

1 Register for an ESE Account

1. Go to AQD-ESE (https://ese.nbc.gov/aqd)
2. Select "New User? Click to register":

3. You will then be presented with the registration form
4. Complete the registration form.
5. A confirmation page will indicate that your registration has been received.
6. An email will be sent with your username (email address) & a temporary password.

2 Update Your Account

1. Log into AQD-ESE (https://ese.nbc.gov/aqd) using your username (email address) and **temporary password.**
2. You will be prompted to change your temporary password and select three (3) security questions:

3. Complete the profile, and select "Update."

3 Enroll for AQD-ESE Specifically

1. Log back into AQD-ESE using your username (email address) and **new password**.
2. You will now be prompted to enroll for AQD-ESE specifically.
3. Select "Enroll for AQD-ESE."
4. A confirmation page will indicate that your enrollment request for AQD-ESE specifically has been received.
5. You will receive an email providing additional information to complete your enrollment request.
6. Once your enrollment request is approved, you will gain access to sample templates, and be able to submit a new request.

For Assistance:

1.888.For1.NBC (select option 4)
   ESEHelp@aqd.nbc.gov

Hours of support:

Monday – Friday
8:00 AM – 6:00 PM ET

- Calls and emails submitted after hours will be returned the next business day
- For additional information and training materials go to http://www.aqd.nbc.gov/ese

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